



Consulting and Training | Reach New Heights

Course Name

EFQM Certified Assessor

Sector Name

Quality Management & Operational Excellence

Document Type

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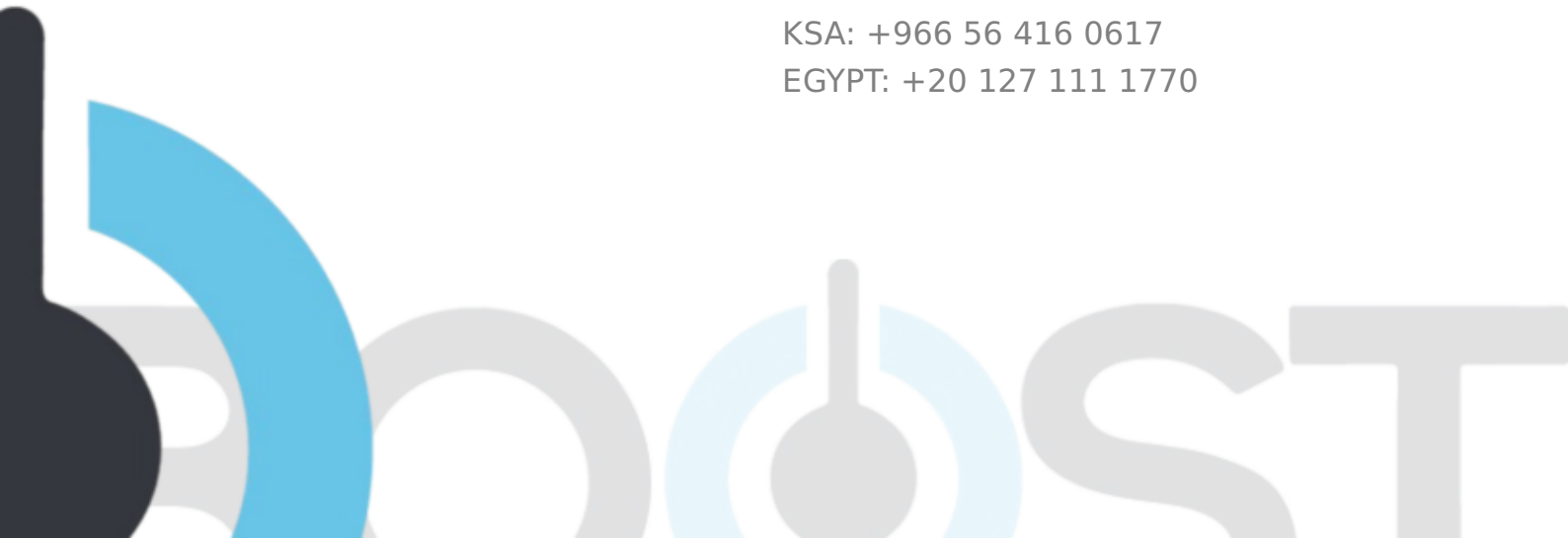
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Course Introduction

EFQM helps organizations perform better by creating data-driven insights backed up by industry experts, to fit priorities, the purpose, and people.

This training program is designed to equip participants to conduct a strategic assessment of an organization as part of a high-performing **EFQM** assessment team. A case study based on a real company forms the basis for a simulated assessment.

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Target Audience

- ✓ Quality & Excellence Professionals – Driving continuous improvement.
- ✓ Executives & Senior Leaders – Enhancing business performance.
- ✓ Consultants & Trainers – Advising on excellence frameworks.
- ✓ Assessors & Auditors – Conducting internal/external assessments.
- ✓ Procurement & Supply Chain Experts – Evaluating supplier performance.
- ✓ HR & OD Leaders – Aligning leadership and culture with excellence.

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Learning Objectives

- ✓ Gain competencies to identify the strategic priorities for an organization and ask strategically important questions
- ✓ Evaluate the ecosystem of an organization to provide context for an assessment
- ✓ Apply the EFQM diagnostic tools of radar and the business matrix effectively
- ✓ Enhance appropriate hypotheses to support an EFQM assessment
- ✓ Prepare value-adding feedback for an organization

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Course Outline

✓ **01 DAY ONE**

The Role of the Assessor

- ✓ Understanding the Organisation
- ✓ Creating Hypotheses
- ✓ Understanding the Criteria

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Course Outline

✓ **02 DAY TWO**

Tutor Review of Pre-work

- ✓ Understanding RADAR
- ✓ Site Visit Interviews
- ✓ Role Play Interviews

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Course Outline

✓ **03 DAY THREE**

Identifying Strengths and Opportunities for Improvement

- ✓ Scoring
- ✓ Feedback Report – preparation and delivery

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 30, 2027	Sept. 1, 2027	3 days	3950.00 \$	England , London
May 24, 2027	May 26, 2027	3 days	3250.00 \$	UAE , Abu Dhabi
Nov. 30, 2026	Dec. 2, 2026	3 days	3250.00 \$	UAE , Dubai
March 14, 2027	March 16, 2027	3 days	3250.00 \$	KSA , Riyadh

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